

Figure 1

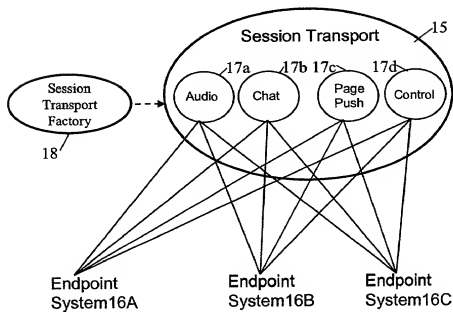


Figure 2

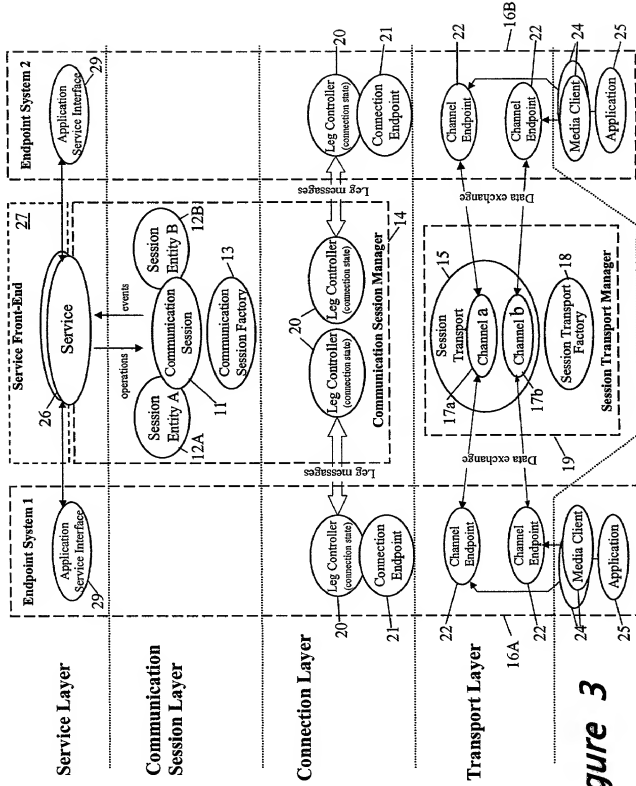


Figure 3

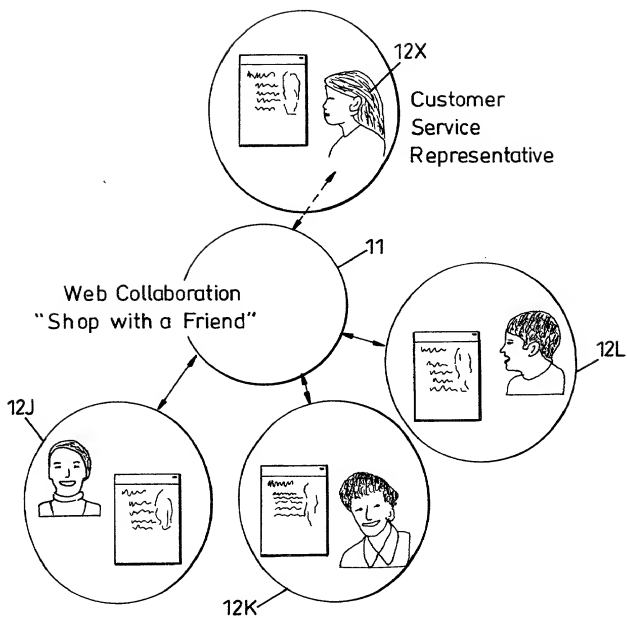


Fig. 4

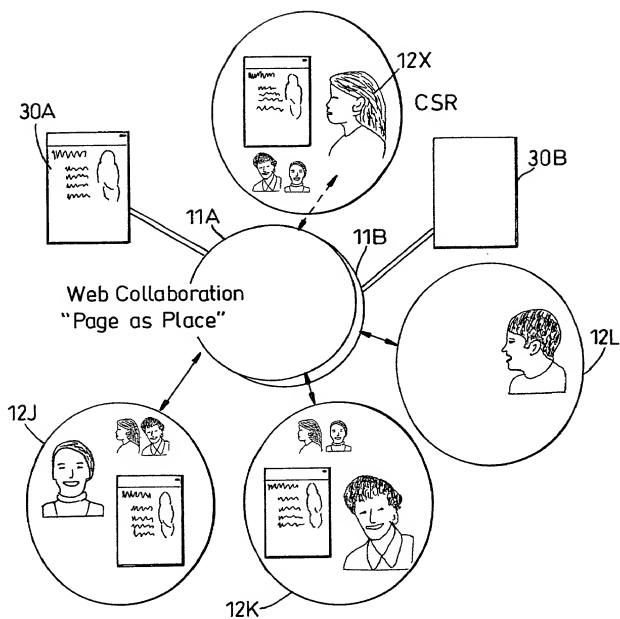


Fig. 5

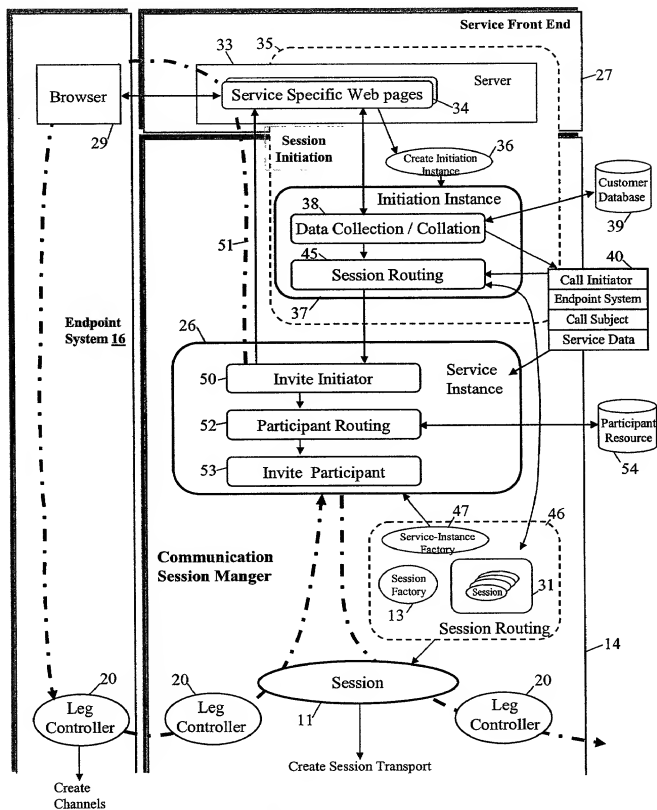


Figure 6

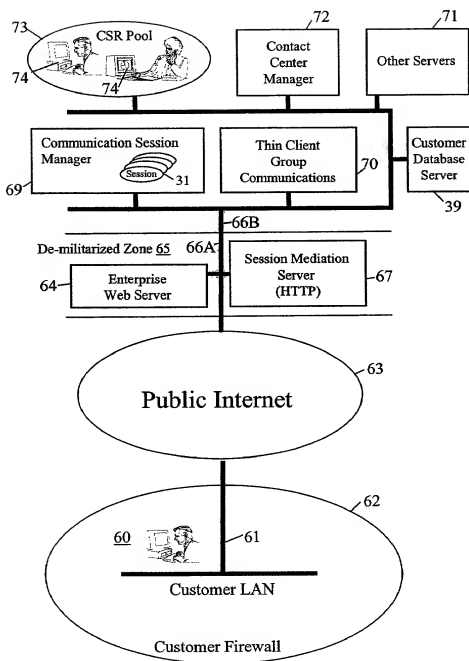


Figure 7

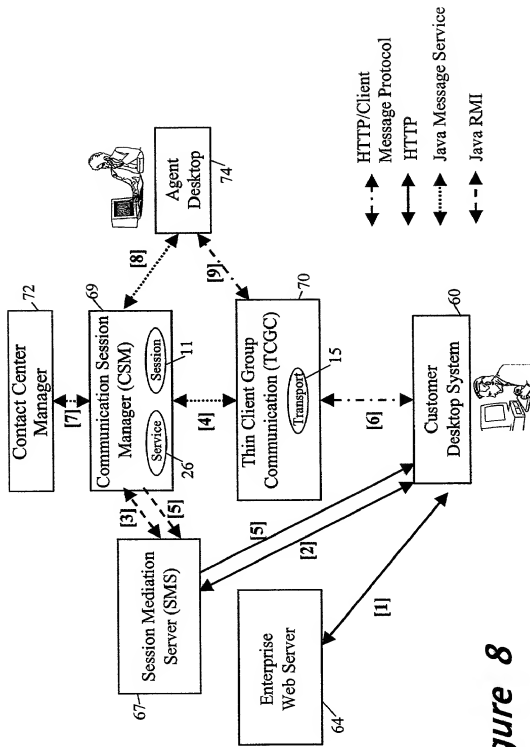


Figure 8

80

Call ID	Priority	Customer ID	Customer Name
45	-	cust 47858911	Fred Bloggs
		Media	Answered
			82

ICC Chat - English		Agent Page Push - Microsoft Internet Explorer	
General Phrases - Hoovers		File Edit View Go Favorites Help	
Welcome Agent Joe You are now on-line Fred is here !! Agent Joe says: hi, how can I help you? Fred says: Tell me about HP		Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Help Address:	
<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>85</p> </div>		<div style="border: 1px solid black; padding: 10px;"> <p>United States</p> <p>▼ Highlights</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; width: 150px; height: 100px;"></div> <div style="border: 1px solid black; width: 150px; height: 100px;"></div> </div> <p> SEARCH ASSISTANCE Company Information Year 2000 Program </p> <p> Drivers OnlineStores Select Another Country United States GB </p> <p> Solutions for: <input type="radio"/> E-services <input type="radio"/> Home & Home Office <input type="radio"/> Small Business <input type="radio"/> Developers </p> </div>	
Input text below and press RETURN		Privacy Statement Use of this site indicates you accept the terms of use	
ICC Page Push - English Common Bookmarks Hoovers		87	
Type URL below and press PUSH 85		Local Intranet zone Mixed	
<input type="text" value="http://www.hp.com"/>		<input type="button" value="Push"/>	
<input type="button" value="Restart browser"/>			

Fig. 9

83

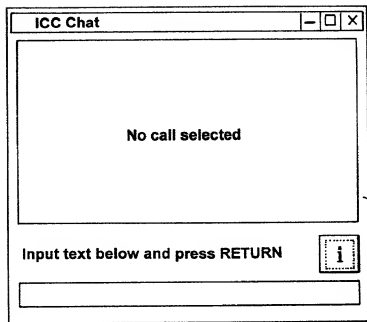


Fig. 10

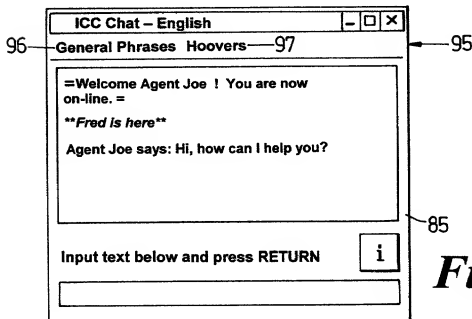


Fig. 11

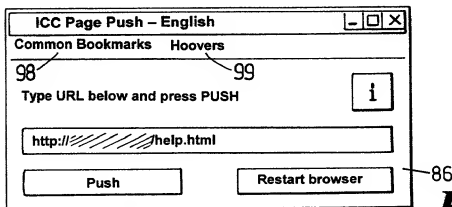


Fig. 12

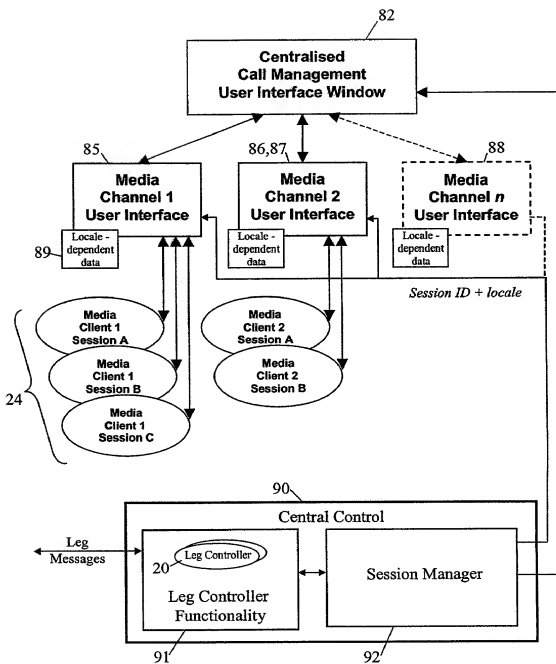


Figure 13

ICC Call Control

Call ID	Priority	Campaign Hoovers	Customer ID	Customer Name	Media	Status
39	-1		cust-479550911	Fred Bloggs		Normal call
<div>82</div>						

Fig. 14

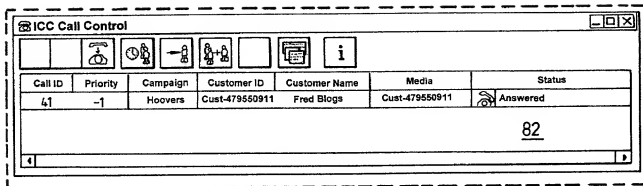


Fig. 15

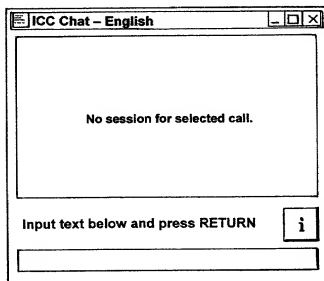


Fig. 16

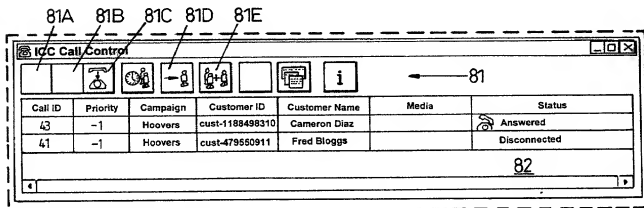


Fig. 17

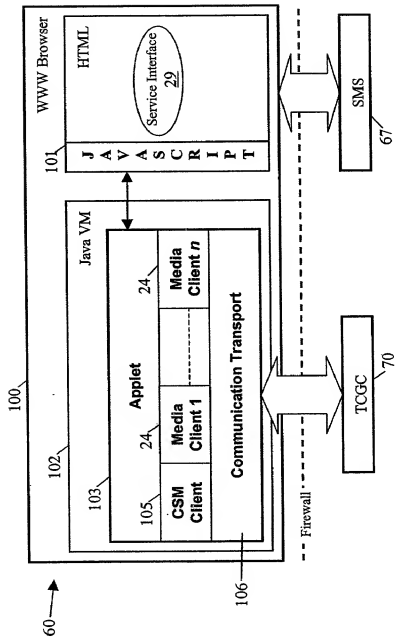
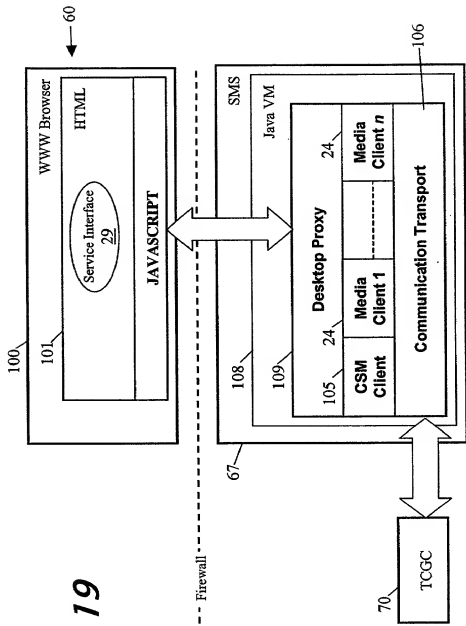


Figure 18



109107-1602/660

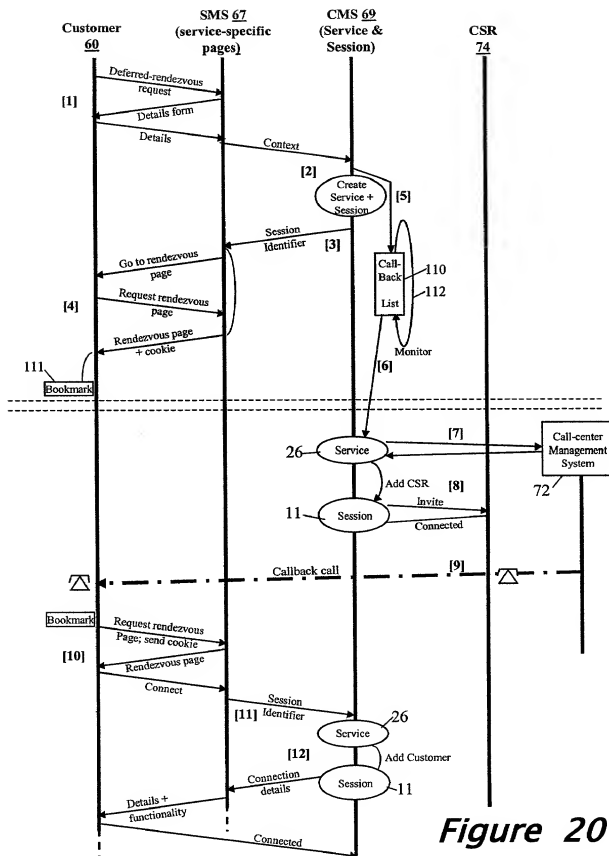


Figure 20

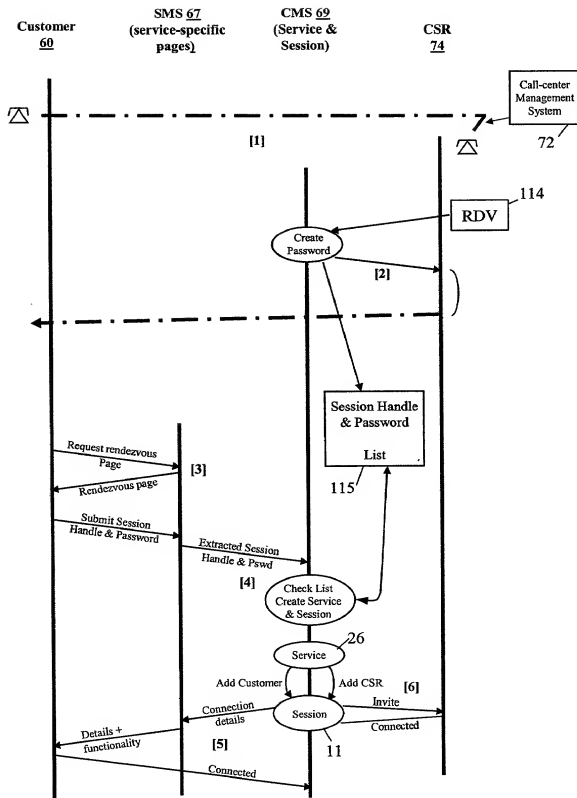
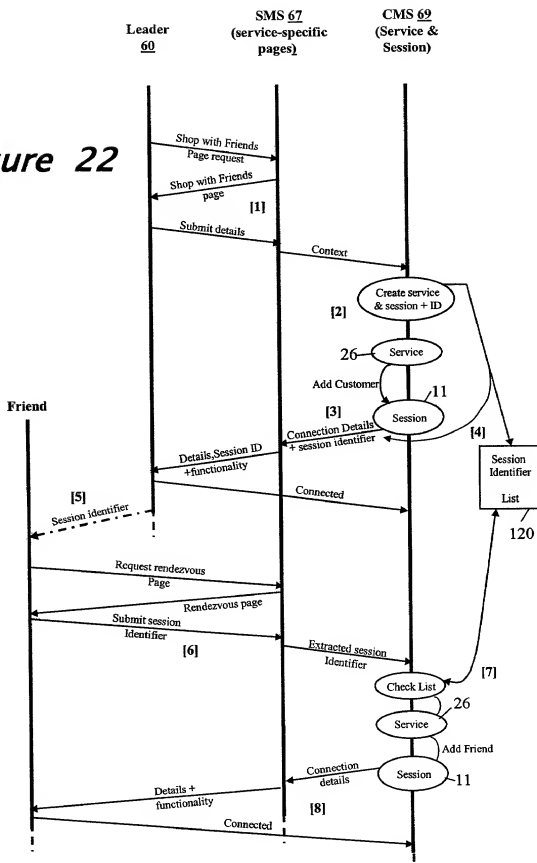


Figure 21

Figure 22



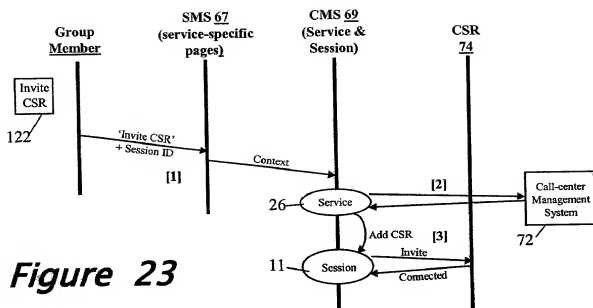


Figure 23

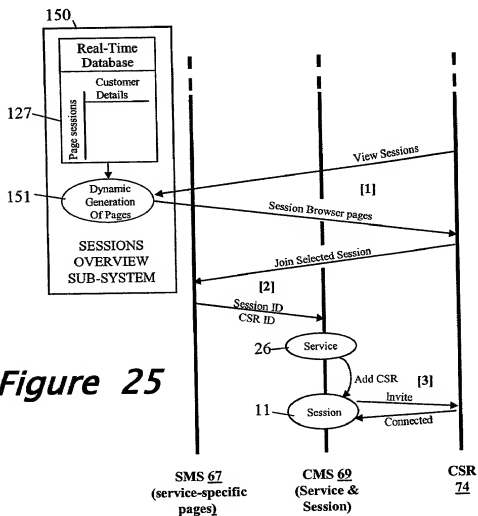


Figure 25

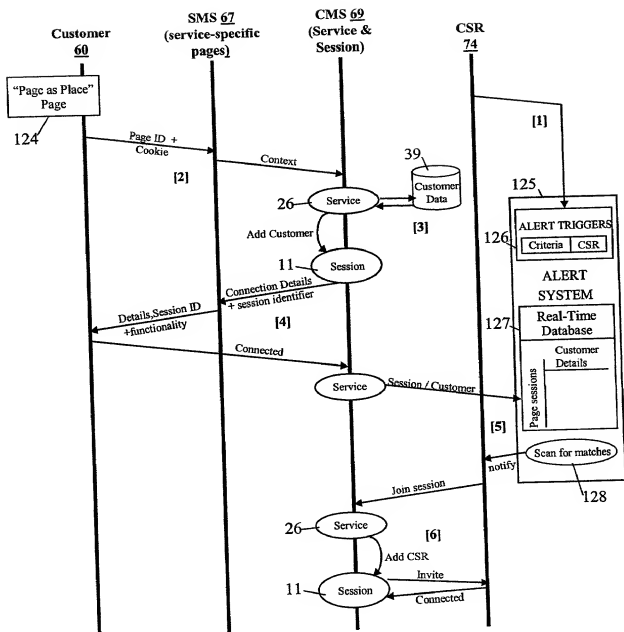


Figure 24

00977444.10160

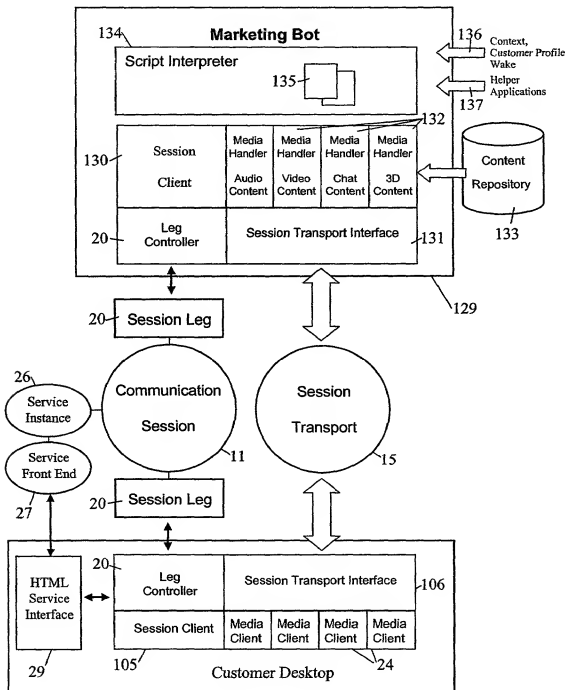


Figure 26

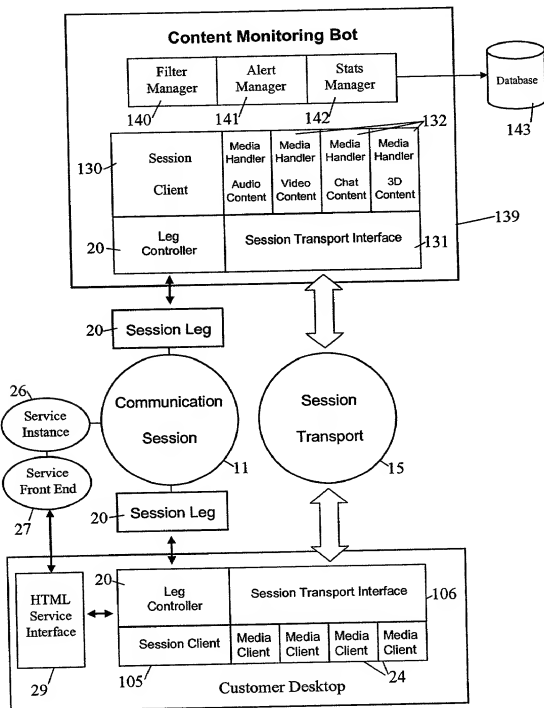


Figure 27